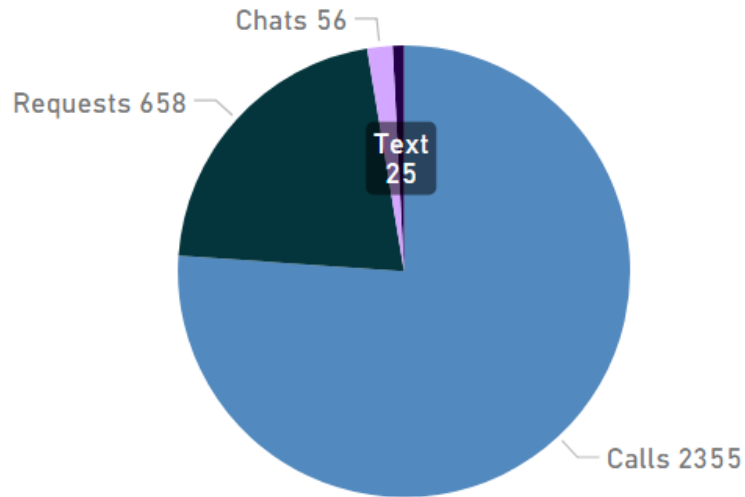


April 11-17, 2019

### Service Requests

- Calls
- Requests
- Chats
- Text



### Percentage Change From Last Week

Service Requests	Difference
Chats	100.00 %
Requests	-1.00 %
Calls	-2.00 %
Text	-14.00 %

### Trending

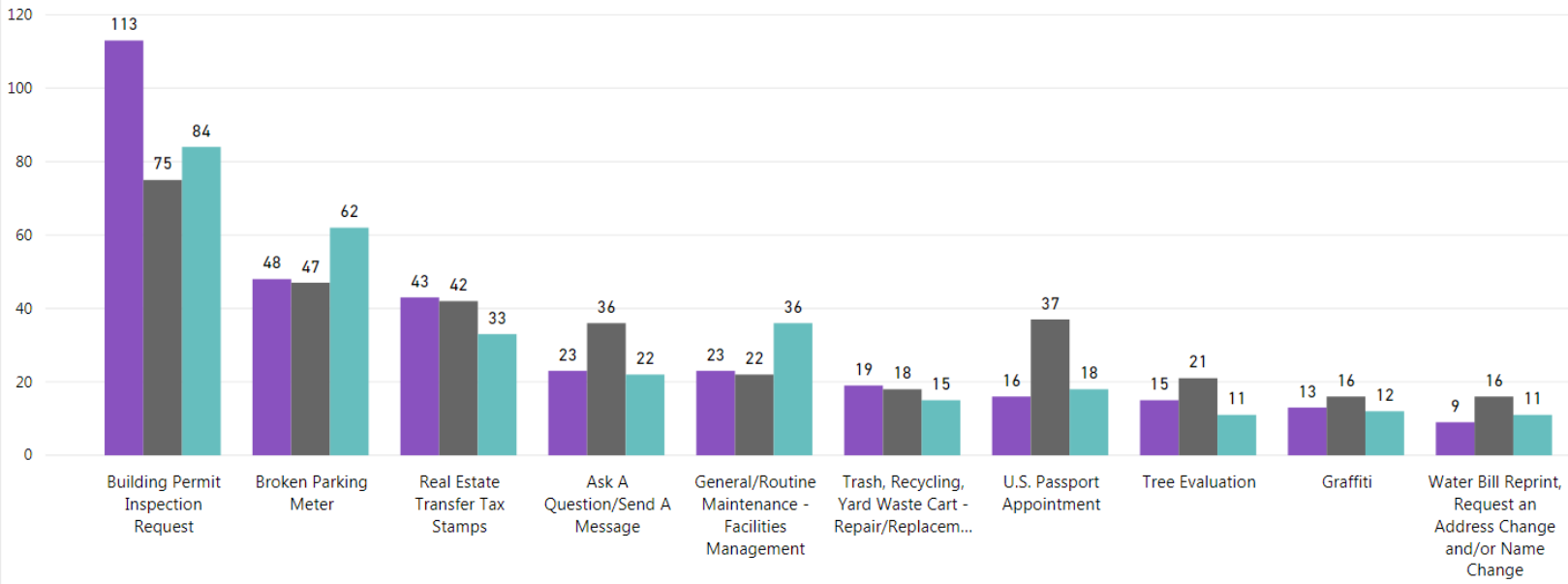
Water Bill Questions  
 Requests for US Passports  
 Bulk Trash Pick Up Dates  
 MSYEP



# Weekly Report

**April 11-17, 2019**

● Last Week (April 4-10) ● This Week (April 11-17) ● Two Weeks (March 28-April 3)



### Missed Garbage Pickup

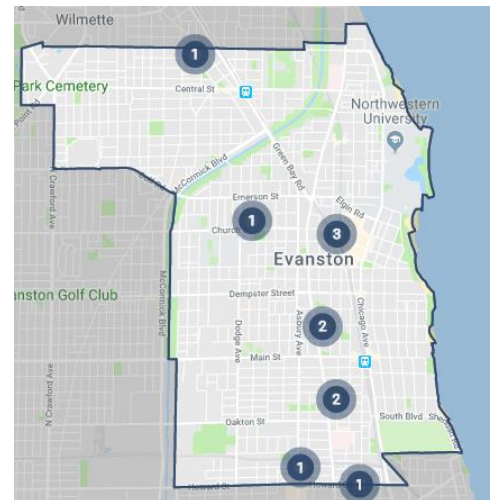
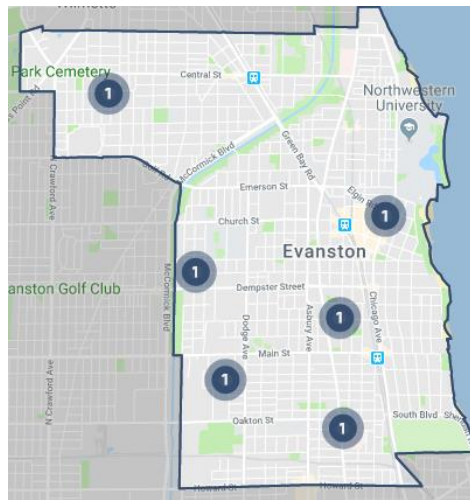
This week 9; Last week 6  
Below 3 year avg. of 14.2

### Missed Recycling Pickup

This week 6; Last week 4  
Below 3 year avg. of 13.1

### Rodents/Rats

This week 11; Last week 6  
Below 3 year avg. of 20.3



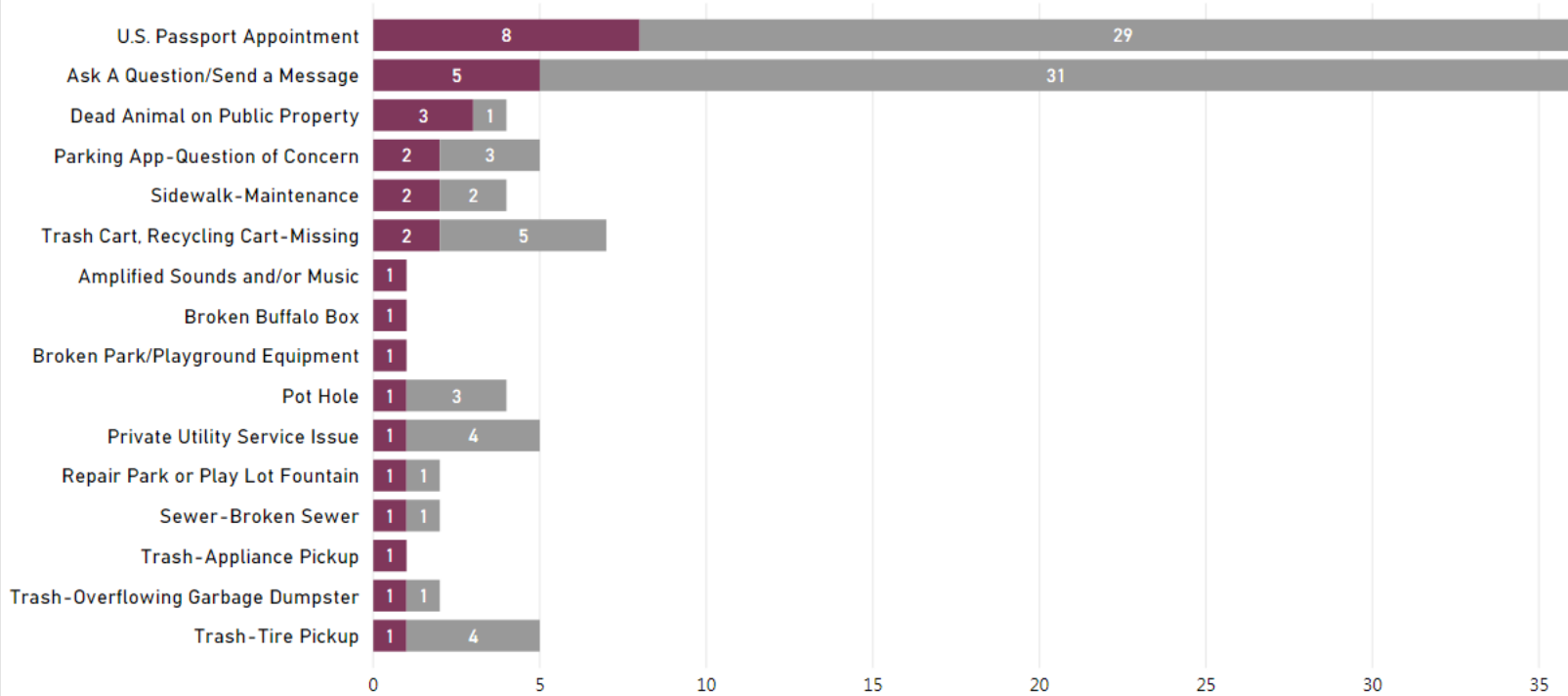


# Weekly Report

**April 11-17, 2019**

## SLA Analysis

● # Late ● # OnTime



## Upcoming Events—April

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>22</b> 4:15 PM <a href="#">Ethics Subcommittee of the Rules Committee</a> 6:00 PM <a href="#">Administration &amp; Public Works Committee</a> 6:45 PM <a href="#">Planning &amp; Development Committee</a> 7:00 PM <a href="#">City Council</a>	<b>23</b> 6:00 PM <a href="#">First Time Home Buyer Education</a> 7:00 PM <a href="#">Housing &amp; Community Development Act Committee</a>	<b>24</b> <a href="#">Stand Against Racism - Evanston</a> 2:30 PM <a href="#">Design and Project Review Committee</a> 6:00 PM Transportation and Parking Committee Meeting 7:30 PM <a href="#">Economic Development Committee Meeting</a>	<b>25</b> 7:00 PM <a href="#">7th Ward Meeting</a> 7:00 PM <a href="#">3rd Ward Meeting</a>	<b>26</b> 6:30 PM <a href="#">D65 Green Teams Film Festival</a>	<b>27</b> 8:00 AM <a href="#">Indoor Farmers' Market</a> 9:00 AM <a href="#">Earth Day</a> 9:00 AM <a href="#">Clean Up, Evanston!</a> 10:00 AM <a href="#">Watershed Learning: The North Branch Dam</a> 10:00 AM <a href="#">Evanston Repair Clinic</a>	<b>28</b>